

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List No. 03-06 (Statewide)
Includes Change No. **2**
Revised: **May 7, 2003**
Effective: May 1, 2003

MAINTENANCE OF IBM MAINFRAME AND RELATED EQUIPMENT-STATEWIDE
(RFP-03-010-SW)

October 1, 2002 through September 30, 2007

ATTACHMENTS: **Details of Scope of Work** (pages 15-20)
 Appendix A-Critical Equipment List (pages 21-23)

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- Executive Branch
- Judiciary

POINT OF CONTACT. Questions regarding the services listed, ordering, pricing, and status should be directed to the vendor(s).

Procurement questions or complaints may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Marc Yamamoto	586-0569	586-0570	marc.yamamoto@hawaii.gov
Judiciary	Newton Sakamoto	538-5805	538-5802	newtonsakamoto@yahoo.com

VENDOR: **International Business Machines Corporation**

Business Address: 1240 Ala Moana Boulevard
 Honolulu, Hawaii 96814

Contact Person: Mr. Al Ah Hee, Jr. Telephone: (808) 597-9375
 Facsimile: (808) 597-9579
 email: aahhee@us.ibm.com

Toll-free Service Request Telephone Number: 1 (800) 426-7378

Purchase Orders: International Business Machines Corporation
 Attention: Accounts Receivable
 2929 North Central Avenue
 Phoenix, AZ 85012

Payments: International Business Machines Corporation
 P. O. Box 61000, Dept. 1896
 San Francisco, CA 94161

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. **Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.** Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

UNIT PRICES include delivery to destination and all other costs EXCEPT the State General Excise Tax (4.166%). Agencies are advised to add tax amount to their purchase order total. General excise tax shall not be applied to delivery charges.

Equipment Inventory. Agencies will inventory and compile a register of all equipment to be maintained. Such register of equipment shall be used in preparing the initial purchase order when agencies elect to receive maintenance service.

Thereafter, the Contractor must be able to provide at any time during the contract period, within 5 working days of the request, a list of all registered equipment, by island, that is being maintained by the Contractor. Contractor must be able to provide the corresponding register equipment by electronically transferring it or on a 3-½ inch floppy diskette formatted for an IBM-compatible PC in Excel or ASCII format. The State reserves the right to request another format at that time. The information layout for the file will be specified by the State, and will include at a minimum, State agency, island location code, equipment number, model number, quantity of equipment, equipment description, serial number, warranty and/or maintenance coverage status and warranty expiration date.

PURCHASE ORDERS shall be issued on an as needed basis during the price list period. It is the responsibility of each agency to insure timely issuance of purchase orders. Vendor is not obliged to accept any order received after the price list expiration date; however, shall fill timely orders for which delivery may extend beyond the expiration date.

"SPO PL No. 03-06" must be typed on purchase orders issued against this price list.

SCOPE OF WORK. Refer to the attachment ***Details of Scope of Work (pages 15 to 20)*** for information on the work to be performed by the vendor.

REMEDIES. If the vendor is unable to respond to a service call, or unable to resolve a maintenance request as per the paragraph titled ***"Response and Repair Time" (pages 17 and 18)***, the State may recover liquidated damages as specified below.

LIQUIDATED DAMAGES shall be assessed in the amount of One Hundred and No/100 Dollars (\$100.00) per day for each and every day the vendor delays in the completion of the work.

PRICE LIST AVAILABLE ON HAWAII FYI. Agencies may retrieve a copy of this price list via the State's Hawaii FYI electronic gateway by dialing one of the following modem numbers: Hawaii – 974-6640, Kauai – 274-3600, Maui – 984-2000, Oahu – 587-4800.

At the main menu select *Hawaii Internet Services Menu*, then select *State Price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This price list is also available on the Internet at <http://www2.state.hi.us/pricefiles/03-06r2.pdf>, the State of Hawaii Internet Home Page address.

/s/ Robert J. Governs

ROBERT J. GOVERNS, CPPB
Procurement Officer

QUESTIONS AND ANSWERS TO THIS PRICE LIST:

1. If there is a 24x7 maintenance cost and 'n/a' for 9 x 5 maintenance cost, will the State Agency be able to select the 24x7 maintenance service although their operation is 9x5?

YES

2. What does **N/C** mean?

NO CHARGE

3. What does eos mean? If eos means '**end of service**', should the item be eliminated from the price list, and if maintenance service is needed, the 'Out of Scope Maintenance Costs' be applicable?

EOS MEANS END OF SERVICE, MAINTENANCE SERVICE FOR EOS MACHINE TYPES ARE PROVIDED ON A BEST EFFORT BASIS PROVIDED THE VENDOR HAS THE NECESSARY SKILLS AND PARTS TO RESOLVE THE PROBLEM. HOURLY OUT OF SCOPE MAINTENANCE COST WILL APPLY TO THESE TYPES OF MACHINES.

4. Out of Scope Maintenance Cost and Machine Classes need to be further defined.

IBM SERVICE PLANNING IS RESPONSIBLE FOR THE PRODUCT, IT ESTABLISHES THE MACHINE CLASS ON A PRODUCT-BY-PRODUCT BASIS. ITEMS CONSIDERED IN DETERMINING THE MACHINE CLASS INCLUDES PRODUCT COMPLEXITY, SKILL REQUIRED BY THE SERVICE TECHNICIAN, AND COMPLEXITY OF THE SERVICE ENVIRONMENT.

Note: 1. Features without any maintenance costs are not listed below.									
2. All equipment listed herein shall be eligible for maintenance services only when they are an IBM Mainframe, Midframe, or Mini Computer or connected to a Related Device.									
Equipment connected to any personal computer or related device with 3270 emulation card are ineligible for maintenance services from this price list									
3. "Out-of-scope Maintenance hourly charge apply to items that are not listed on this price list.						Prices Below Exclude the Hawaii General Excise Tax			
ITEM NO.	IBM EQUIPMENT MACHINE TYPE - MODEL	DESCRIPTION	No.	FEATURES DESCRIPTION	9x5 Unit Bid Price/Month	9x5 Unit Bid Price/Year	24x7 Unit Bid Price/Month	24x7 Unit Bid Price/Year	M/T Class Codes

1	2440-A1Z	A1Z MAGNETIC TAPE SUBSYSTEM			n/a	n/a	456.30	5475.60	2
2	2210-12E	NWAYS MULTIPROTOCOL ROUTER			n/a	n/a	19.88	238.56	2
3	2210-12T	NWAYS MULTIPROTOCOL ROUTER			n/a	n/a	23.67	284.00	2
4	2210-24M	NWAYS MULTIPROTOCOL ROUTER			n/a	n/a	23.67	284.00	2
5	2210-24T	NWAYS MULTIPROTOCOL ROUTER			n/a	n/a	35.03	420.33	2
6	2380-001	PRINTER			10.96	131.55	16.44	197.33	1
7	2390-001	PERS PRINTER SERIES II			10.96	131.55	16.44	197.33	1
8	2391-002	PERS PRINTER PLUS			10.96	131.55	16.44	197.33	2
9	3116-001	PRINTER			n/a	n/a	45.44	545.29	2
10	3151-310	DISPLAY STATION GREEN			3.47	41.69	5.21	62.48	1
11	3153-AA3	INFOWINDOW II DISPLAY STATION			7.97	95.65	11.95	143.37	1
12	3153-BA3	INFOWINDOW II DISPLAY STATION			7.97	95.65	11.95	143.37	1
13	3160-001	ADV FUNCTION PRINTER			n/a	n/a	1258.14	15097.65	2
14	3174-01L	CONTROL UNIT			n/a	n/a	16.57	198.80	2
15	3174-01R	CONTROL UNIT			n/a	n/a	15.15	181.76	2
16	3174-11L	ESTABLISHMENT CONTROLLER			n/a	n/a	16.57	198.80	2
17	3174-11R	ESTABLISHMENT CONTROLLER			n/a	n/a	16.57	198.80	2
18	3174-51R	CONTROL UNIT			n/a	n/a	12.86	154.27	2
19	3174-61R	ESTABLISHMENT CONTROLLER			n/a	n/a	12.86	154.27	2
20	3174-81R	CONTROL UNIT			n/a	n/a	10.57	126.89	2
21	3174-91R	ESTABLISHMENT CONTROLLER			n/a	n/a	10.57	126.89	2
22	3174	SUBSYSTEM CONTROL UNIT	1011	STORAGE EXPANSION	n/a	n/a	2.37	28.40	2
23	3174	SUBSYSTEM CONTROL UNIT	1012	1.0MB STORAGE EXPANSION	n/a	n/a	4.73	56.80	2
24	3174	SUBSYSTEM CONTROL UNIT	1014	2MB STORAGE EXPANSION	n/a	n/a	7.73	92.77	2
25	3174	SUBSYSTEM CONTROL UNIT	1016	4MB STORAGE EXPANSION	n/a	n/a	10.33	124.02	2
26	3174	SUBSYSTEM CONTROL UNIT	1046	1.2MB DISKETTE DRIVE	n/a	n/a	7.10	85.20	2
27	3174	SUBSYSTEM CONTROL UNIT	1048	SECOND 2.4MB DISKETTE DR	n/a	n/a	7.10	85.20	2
28	3174	SUBSYSTEM CONTROL UNIT	1056	20MB FIXED DISK DRIVE	n/a	n/a	8.44	101.29	2
29	3174	SUBSYSTEM CONTROL UNIT	3020	ASYNCH EMULATON ADAPTER	n/a	n/a	8.44	101.29	2

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30	3174	SUBSYSTEM CONTROL UNIT	3025	3270 GATEWAY	n/a	n/a	9.55	114.55	2
31	3174	SUBSYSTEM CONTROL UNIT	3026	NETWORK GATEWAY	n/a	n/a	9.55	114.55	2
32	3174	SUBSYSTEM CONTROL UNIT	3044	TOKEN RING 16/4	n/a	n/a	4.97	59.64	2
33	3174	SUBSYSTEM CONTROL UNIT	3045	ETHERNET ADAPTER	n/a	n/a	4.97	59.64	2
34	3174	SUBSYSTEM CONTROL UNIT	3050	CONCURRENT COMM ADAPT	n/a	n/a	4.58	54.91	2
35	3174	SUBSYSTEM CONTROL UNIT	3051	CONCURRENT COMM ADAPT	n/a	n/a	4.58	54.91	2
36	3174	SUBSYSTEM CONTROL UNIT	3053	CONCURRENT COMM ADAPT	n/a	n/a	4.58	54.91	2
37	3174	SUBSYSTEM CONTROL UNIT	3055	ISDN BRI ADAPTER	n/a	n/a	20.67	248.03	2
38	3174	SUBSYSTEM CONTROL UNIT	3100	3270 PORT EXPANSION FEAT	n/a	n/a	6.94	83.31	2
39	3174	SUBSYSTEM CONTROL UNIT	3103	TERM MULTIPLEXOR ADAPTER	n/a	n/a	1.10	13.25	2
40	3174	SUBSYSTEM CONTROL UNIT	3105	TTP TMA	n/a	n/a	5.13	61.53	2
41	3174	SUBSYSTEM CONTROL UNIT	3110	FIBER OPTIC TERM ADAPT	n/a	n/a	4.18	50.17	2
42	3174	SUBSYSTEM CONTROL UNIT	3680	ENCRYPT/DECRYPT ADAPT	n/a	n/a	1.42	17.04	2
43	3174	SUBSYSTEM CONTROL UNIT	4710	3174 VALUE PACKAGE	n/a	n/a	18.78	225.31	2
44	3174	SUBSYSTEM CONTROL UNIT	4730	VALUE PACKAGE	n/a	n/a	23.75	284.95	2
45	3174	SUBSYSTEM CONTROL UNIT	4740	VALUE PACKAGE	n/a	n/a	23.75	284.95	2
46	3274-A41	CU CS-D 200-240V 14FT PC			n/a	n/a	44.49	533.93	3
47	3274-C41	CU CS-D 120V 14FT PC			n/a	n/a	32.19	386.25	3
48	3274-C51	CONTROL UNIT			n/a	n/a	29.35	352.16	3
49	3274-C61	C61 CU CS-D 120V 14FT PC			n/a	n/a	20.83	249.92	3
50	3274-D41	CU CS-D 200-240V 14FT PC			n/a	n/a	44.49	533.93	3
51	3274	CONTROL UNIT	3660	EXT FUNCTION STORE TYPE D5	n/a	n/a	0.95	11.36	3
52	3274	CONTROL UNIT	3701	EXTERNAL MODEM INTERFACE	n/a	n/a	1.89	22.72	3
53	3274	CONTROL UNIT	6302	COMMON COMMUNICATIONS ADAPT	n/a	n/a	0.95	11.36	3
54	3287-001	PRINTER-80 CPS			n/a	n/a	34.04	408.48	2
55	3287-002	PRINTER-120 CPS			n/a	n/a	43.66	523.92	2
56	3287	PRINTER	4110	FRICTION FEED PAPER HANDLI	n/a	n/a	0.74	8.88	2
57	3287	PRINTER	4112	FRICTION FEED PAPER HANDUN	n/a	n/a	n/c	n/c	2
58	3287	PRINTER	8331	3274/3276 ATT FOR 4330/434	n/a	n/a	0.74	8.88	2

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59	3287	PRINTER	8332	3274/3276 ATTACH	n/a	n/a	n/c	n/c	2
60	3287	PRINTER	8700	VARIABLE WIDTH FORMS TRACT	n/a	n/a	0.74	8.88	2
61	3299-001	TERMINAL MULTIPLEXER			1.82	21.81	2.72	32.60	1
62	3299-002	TERMINAL MULTIPLEXER			1.82	21.81	2.72	32.60	1
63	3380-AE4	DIRECT ACCESS STORAGE			n/a	n/a	452.51	5430.16	3
64	3390-A28	DIRECT ACCESS STORAGE DEVICE			n/a	n/a	302.94	3635.25	3
65	3420-008	TAPE UNIT			n/a	n/a	498.90	5986.80	2
66	3420	TAPE UNIT	6425	FOR 6250/1600 DENSITY	n/a	n/a	102.24	1226.90	2
67	3476-EA3	INFOWINDOW WORKSTN-AMBER			n/a	n/a	9.34	112.12	1
68	3476-EG3	INFOWINDOW WORKSTN-GREEN			n/a	n/a	9.34	112.12	1
69	3476-EGZ	INFOWINDOW DISPLAY			n/a	n/a	7.81	93.72	1
70	3480-A22	CONTROL UNIT			n/a	n/a	492.20	5906.40	2
71	3480	CONTROL UNIT	1511	CHANNEL ATTACH - FIRST ADD	n/a	n/a	17.48	209.76	2
72	3480	CONTROL UNIT	3307	IMPR DTA 2MB/BUFR	n/a	n/a	42.32	507.84	2
73	3480-B22	MAGNETIC TAPE UNIT			n/a	n/a	315.24	3782.93	2
74	3480	MAGNETIC TAPE UNIT	2511	AUTO CARTRIDGE LOADER	n/a	n/a	56.80	681.61	2
75	3482-HC1	INFOWINDOW II DISPLAYSTN			7.02	84.29	10.53	126.32	1
76	3482-HC3	INFOWINDOW DISPLAYSTN-COLOR			7.02	84.29	10.53	126.32	1
77	3486-BG1	INFOWINDOW DISPLAYSTN-GREEN			5.99	71.91	8.99	107.92	1
78	3487-HC1	INFOWINDOW DISPLAYSTN-COLOR			7.02	84.29	10.53	126.32	1
79	3487-HC3	INFOWINDOW DISPLAYSTN			7.02	84.25	10.53	126.32	1
80	3489-V1Z	INFOWINDOW II DISPLAYSTN			1.58	18.93	2.37	28.40	1
81	3490-A02	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	681.61	8179.32	2
82	3490-B04	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	844.44	10133.26	2
83	3490-C11	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	283.36	3400.32	2
84	3490-C22	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	532.68	6392.16	2
85	3490-E01	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	310.31	3723.72	2
86	3490-F00	MAGNETIC TAPE SUBSYSTEM			99.52	1,194.18	138.22	1658.58	2
87	3490	MAGNETIC TAPE SUBSYSTEM	3312	ESCON adapter	n/a	n/a	50.60	607.20	2

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88	3490	MAGNETIC TAPE SUBSYSTEM	3319	ESCON Channel	n/a	n/a	24.84	298.08	2
89	3490	MAGNETIC TAPE SUBSYSTEM	3356	Channel Adapter	n/a	n/a	34.96	419.52	2
90	3490	MAGNETIC TAPE SUBSYSTEM	5037	Parallel Channel	n/a	n/a	17.48	209.76	2
91	3494-D12	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	42.60	511.21	3
92	3494-L12	MAGNETIC TAPE SUBSYSTEM			n/a	n/a	604.93	7259.14	3
93	3494	MAGNETIC TAPE SUBSYSTEM	5214	2nd Disk Drive	n/a	n/a	10.41	124.96	3
94	3570-B01	MAGSTAR MP TAPE SUBSYSTEM			n/a	n/a	173.24	2078.91	2
95	3575-L12	MAGSTAR MP TAPE DATASERVER			155.41	1,864.88	193.80	2325.60	3
96	3575	MAGSTAR MP TAPE DATASERVER	1400	Multipath feature	198.80	2,385.63	249.90	2998.80	3
97	3575	MAGSTAR MP TAPE DATASERVER	1453	MAGSTAR MP MODEL C TAPE DR	124.96	1,499.54	124.95	1499.40	3
98	3584-L32	LTO TAPE LIBRARY			313.54	3,762.48	435.47	5225.67	3
99	3584	LTO TAPE LIBRARY	1454	LTO ULTRIUM LVD DRIVE SLED	94.67	1,136.02	132.54	1590.42	3
100	3590-B1A	HI-PERF TAPE SUBSYSTEM			n/a	n/a	216.58	2598.96	3
101	3590-E1A	MAGSTAR TAPE SUBSYSTEM			213.00	2,556.04	213.00	2556.04	3
102	3745-170	COMMUNICATION CONTROLLER			n/a	n/a	195.41	2344.96	3
103	3745-210	SINGLE BASE CCU			n/a	n/a	311.46	3737.49	3
104	3745-21A	COMMUNICATION CONTROLLER			n/a	n/a	311.46	3737.49	3
105	3745	COMMUNICATION CONTROLLER	1561	CHANNEL ADAPTER	n/a	n/a	15.54	186.50	3
106	3745	COMMUNICATION CONTROLLER	1563	CHANNEL ADAPTER	n/a	n/a	15.54	186.50	3
107	3745	COMMUNICATION CONTROLLER	4720	LOW SPEED SCANNER	n/a	n/a	16.41	196.91	3
108	3745	COMMUNICATION CONTROLLER	4721	LOW SPEED SCANNER	n/a	n/a	16.41	196.91	3
109	3745	COMMUNICATION CONTROLLER	4770	TOKEN-RING ADAPTER TYPE 2	n/a	n/a	42.76	513.10	3
110	3745	COMMUNICATION CONTROLLER	4771	TOKEN RING ADAPTER	n/a	n/a	42.76	513.10	3
111	3745	COMMUNICATION CONTROLLER	4900	LIC UNIT	n/a	n/a	8.76	105.08	3
112	3745	COMMUNICATION CONTROLLER	4902	LIC BASE TYPE 1	n/a	n/a	4.50	53.96	3
113	3745	COMMUNICATION CONTROLLER	4911	LIC TYPE 1	n/a	n/a	2.21	26.51	3
114	3745	COMMUNICATION CONTROLLER	4931	LIC TYPE 3	n/a	n/a	2.21	26.51	3
115	3745	COMMUNICATION CONTROLLER	5020	SVC PROCESSOR (MOSS E)	n/a	n/a	59.96	719.48	3
116	3745	COMMUNICATION CONTROLLER	7100	STORAGE INCREMENT 4MB	n/a	n/a	6.94	83.31	3

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117	3745	COMMUNICATION CONTROLLER	7101	MEMORY EXPANSION TO 8MB	n/a	n/a	6.94	83.31	3
118	3745	COMMUNICATION CONTROLLER	7200	16 MBYTES STORAGE	n/a	n/a	15.94	191.23	3
119	3745	COMMUNICATION CONTROLLER	8320	TWO PROCESSOR SWITCH	n/a	n/a	2.92	35.03	3
120	3746-A11	EXPANSION UNIT			n/a	n/a	4.18	50.21	3
121	3746-L13	EXPANSION UNIT			n/a	n/a	4.18	50.21	3
122	3746-900	EXPANSION UNIT			n/a	n/a	185.47	2225.68	3
123	3746	EXPANSION UNIT	4720	LOW SPEED SCANNER	n/a	n/a	14.99	179.87	3
124	3746	EXPANSION UNIT	4900	LIC UNIT	n/a	n/a	8.05	96.56	3
125	3746	EXPANSION UNIT	4931	LIC TYPE 3	n/a	n/a	2.13	25.56	3
126	3746	EXPANSION UNIT	5500	ESCON PROCESSOR	n/a	n/a	29.35	352.16	3
127	3746	EXPANSION UNIT	5502	ESCON COUPLER TYPE 2	n/a	n/a	16.65	199.75	3
128	3746	EXPANSION UNIT	5600	TOKEN RING PROC	n/a	n/a	58.69	704.33	3
129	3746	EXPANSION UNIT	5601	TOKEN RING COUPLER	n/a	n/a	14.59	175.14	3
130	3746	EXPANSION UNIT	5622	TOKEN RING PROC. TYPE 2	n/a	n/a	71.55	858.64	3
131	3803-002	CONTROL UNIT			n/a	n/a	281.52	3378.24	3
132	3803	CONTROL UNIT	5310	TRK NRZI	n/a	n/a	1.84	22.08	3
133	3803	CONTROL UNIT	8100	TWO CHANNEL SWITCH	n/a	n/a	5.52	66.24	3
134	3912- NS1	COAX-IPDS & 3270			n/a	n/a	37.87	454.41	2
135	3990-006	STORAGE CONTROL			n/a	n/a	449.67	5396.08	3
136	3990-G03	STORAGE CONTROL 4 PATH- 32M			n/a	n/a	665.52	7986.19	3
137	3990	STORAGE CONTROL	0602	CACHE MEMORY - 128MB	n/a	n/a	130.64	1567.70	3
138	3990	STORAGE CONTROL	0604	CACHE MEMORY - 256MB	n/a	n/a	165.67	1988.03	3
139	3990	STORAGE CONTROL	3001	4 ESCON 64 PATHS	n/a	n/a	92.77	1113.30	3
140	3990	STORAGE CONTROL	3005	8 PARALLEL/4 ESC 64 PATHS	n/a	n/a	165.67	1988.03	3
141	3990	STORAGE CONTROL	8171	4 CHANNEL SWITCH PARALLEL	n/a	n/a	36.92	443.05	3
142	3990	STORAGE CONTROL	8172	4 CHANNEL SWITCH (ADD'L)	n/a	n/a	36.92	443.05	3
143	3990	STORAGE CONTROL	8601	NVS MEMORY - 8MB	n/a	n/a	8.52	102.24	3
144	3995-C66	OPTICAL LIBRARY DATASERVER			n/a	n/a	415.68	4988.16	3
145	3995	OPTICAL LIBRARY DATASERVER	1442	MULTIFUNCTION OPTICAL DRIVES	n/a	n/a	70.05	840.60	3

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146	4029-020	LASERPRINTER 6 PPM			16.09	193.12	24.14	289.68	1
147	4039-10R	LASERPRINTER 10+			21.22	254.69	31.83	381.93	1
148	4039-12L	LASERPRINTER 10+ PPM			21.22	254.69	31.83	381.93	1
149	4224-1E3	1E3 TWINAX ATTACH 600 CPS MAX			n/a	n/a	54.91	658.89	2
150	4224-101	200 CPS MAXIMUM 64K MEMORY			n/a	n/a	25.74	308.88	2
151	4224-2E2	2E2 MAX 400 CPS W/EXPANDED STOR			n/a	n/a	45.44	545.29	2
152	4224-2E3	COAX ATTACH			n/a	n/a	47.58	570.96	2
153	4224-201	PRINTER			n/a	n/a	25.74	308.88	2
154	4224-202	PRINTER			n/a	n/a	35.55	426.60	2
155	4226-302	PRINTER (533 CPS)			60.35	724.21	79.36	952.38	1
156	4230-101	PRINTER SERIAL IMPACT MATRIX			n/a	n/a	36.92	443.05	2
157	4230-201	PRINTER COAX-375 CPS			n/a	n/a	31.20	374.40	2
158	4230-202	PRINTER COAX-480 CPS			n/a	n/a	36.45	437.40	2
159	4230-4I3	600CPS PRT-S/P/T(ASCII/IPDS)			n/a	n/a	33.30	399.60	2
160	4230-4S3	600CPS PRT-S/P/T(ASCII/NIPD)			n/a	n/a	33.30	399.60	2
161	4230-5I3	600CPS PRT-S/P/C(ASCII/IPDS)			n/a	n/a	42.60	511.21	2
162	4230-5S3	600CPS PRT-S/P/C(ASCII/NIPD)			n/a	n/a	33.30	399.60	2
163	4234-001	DOT BAND PRINTER			n/a	n/a	81.90	982.80	2
164	4234-002	DOT BAND PRINTER			n/a	n/a	81.90	982.80	2
165	4234-011	DOT BAND PRINTER (COAXIAL)			n/a	n/a	111.65	1339.80	2
166	4234-00Z	DOT BAND PRINTER			n/a	n/a	74.48	893.76	2
167	4234-01Z	TSP PRINTER(012)			n/a	n/a	103.95	1247.40	2
168	4245-012	PRINTER			n/a	n/a	312.40	3748.85	2
169	4247-001	HVYDTY SERIAL IMPACT MATRIX PRT			n/a	n/a	65.32	783.85	1
170	4312-001	LASER PRINTER NETWORK			n/a	n/a	34.93	419.19	1
171	4317-001	LASER PRINTER NETWORK			29.51	354.10	59.01	708.08	1
172	4324-001	NETWORK PRINTER			46.07	552.90	80.63	967.54	1
173	4332-004	INFOPRINT 40			71.95	863.37	97.13	1165.55	1
174	4525-N01	INFOPRINT 1125			43.86	526.35	87.73	1,052.71	1

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175	5256-003	PRINTER-120 CPS MAXIMUM			n/a	n/a	58.69	704.33	2
176	5256	PRINTER	2680	CABLE THRU	n/a	n/a	1.89	22.72	2
177	5394-01A	4 DEVICE REMOTE CONTROL UNIT			n/a	n/a	21.38	256.51	2
178	5394-01B	8/16 DEVICE REMOTE CNTRL UNIT			n/a	n/a	21.38	256.51	2
179	5853-001	MODEM 2400 BPS			5.37	64.41	8.05	96.56	2
180	6157-001	STREAMING TAPE DRIVE			15.62	187.44	23.43	281.16	2
181	6252-T1Z	PRINTER			n/a	n/a	142.95	1715.38	2
182	6262-014	1400 LPM LINE PRINTER			n/a	n/a	142.95	1715.38	2
183	6262-T14	1400 LPM LINE PRINTER			n/a	n/a	306.72	3680.69	2
184	6262-022	2200 LPM LINE PRINTER			n/a	n/a	405.18	4862.15	2
185	6400-014	LINE MATRIX PRINTER			n/a	n/a	148.63	1783.55	2
186	6408-CT0	LINE MATRIX PRT COAX/TWINAX			n/a	n/a	147.68	1772.18	2
187	6552-23N	P260 COLOR MONITOR			7.02	84.29	10.53	126.32	1
188	6553-503	15" COLOR MONITOR			4.66	55.89	6.98	83.72	1
189	6556-43N	P72 COLOR MONITOR			5.44	65.32	8.16	97.92	1
190	6908-001	Personal Typing System			eos	eos	eos	eos	1
191	7010-150	RS/6000 XSTATION			15.61	187.33	21.85	262.19	2
192	7012-320	RISC SYSTEM/6000			52.74	632.87	73.84	886.09	2
193	7012-370	PWRSTATION 370			94.67	1,136.02	132.54	1590.42	2
194	7012-390	RS/6000 POWER STATION/SERVER			200.83	2,409.94	273.24	3278.88	2
195	7012	RS/6000	2540	SCSI CABLE ASSEMBLY	20.83	249.92	27.60	331.20	2
196	7012	RS/6000	2541	320MB FIX DISK SEL OPT	7.57	90.88	10.12	121.44	2
197	7012	RS/6000	6147	8mm 5/10GB Internal Tape Drive	31.24	374.89	42.32	507.84	2
198	7013-570	PWRSTATION 570			166.34	1,996.09	232.88	2794.60	2
199	7013-580	RISC/6000 PS580			363.12	4,357.42	375.83	4509.98	2
200	7013-581	8A0749 7013-581 MODEL			288.74	3,464.85	404.23	4850.79	2
201	7013	RS/6000	2404	ULTIMEDIA VIDEO I/O ADPT	12.31	147.68	17.04	204.48	2
202	7013	RS/6000	2405	COMPRESSION/DECOMPRESSION	9.47	113.60	13.25	159.04	2
203	7013	RS/6000	2604	600MB DBL SPEED TRAY CDROM	9.47	113.60	13.25	159.04	2

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204	7013	RS/6000	2768	POWER GT3I	12.31	147.68	17.04	204.48	2
205	7013	RS/6000	3608	POWERDISPLAY 20	16.09	193.12	21.77	261.28	2
206	7013	RS/6000	6147	5.0GB 8MM INTERNAL TP DR	31.24	374.89	43.55	522.57	2
207	7014-S00	RISC SYSTEM/6000 RACK			n/a	n/a	30.29	363.53	2
208	7015-R00	RISC SYSTEM/6000 RACK			19.61	235.27	27.45	329.44	2
209	7015-R24	RS/6000 PWRSTN/PWRSVR			581.53	6,978.32	814.14	9769.74	2
210	7015	RS/6000	6149	5GB 8MM TP DR CPU DRAWER	31.24	374.89	43.55	522.57	2
211	7025-6F1	RS/6000 pSeries 620			136.32	1,635.86	189.34	2272.03	2
212	7025	RS/6000	5212	2-WAY RS64 IV 600 MHz PROC	102.24	1,226.90	142.00	1704.02	2
213	7025-F40	RS/6000 SYSTEM/6000 CONTROLLER			100.07	1,200.88	140.11	1681.30	2
214	7025-F50	RS/6000 SYSTEM/6000 CONTROLLER			155.52	1,866.25	184.00	2208.00	2
215	7025	RS/6000	4357	POWERPC 604E 3322-WAY PROC	35.03	420.33	40.80	489.60	2
216	7026-6H1	RS/6000 pSeries 660			88.04	1,056.49	123.07	1,476.82	2
217	7026-6M1	RS/6000 pSeries 660			247.08	2,965.00	345.54	4,146.46	2
218	7026	RS/6000	5212	RS64 IV 2Way, 600MHz Processor Card, 4MB L2 Cache	102.24	1,226.90	142.00	1,704.02	2
219	7026	RS/6000	5213	RS64 IV 4Way SMP, 750MHz Processor Card, 8MB L2 Cache	297.26	3,567.09	416.54	4,998.47	2
220	7043-140	RS/6000 GRAPHICS WORKSTN			43.95	527.45	61.53	738.41	2
221	7043-240	RS/6000 WORKSTN/WORKGRP SRVR			62.48	749.77	87.09	1045.13	2
222	7133-010	SERIAL DISK SYSTEM ADVANCED			108.87	1,306.42	152.42	1828.99	2
223	7133-020	SERIAL DISK SYSTEM ADVANCED			124.42	1,493.07	174.19	2090.27	2
224	7133-D40	SERIAL DISK SYSTEM ADVANCED			125.42	1,504.99	174.19	2090.27	2
225	7206-110	EXTERN S/A 4MM DDS-3 SCSI TAPE			29.99	359.89	41.65	499.85	2
226	7207-001	150MB 1/4IN TAPE DRIVE			11.49	137.91	16.09	193.12	2
227	7208-001	RS/6000 5.0GB 8MM TAPE DRIVE			43.95	527.45	61.53	738.41	2
228	7208-011	RS/6000 5.0GB 8MM TAPE DRIVE			44.49	533.93	61.53	738.41	2
229	7208-341	EXTERN S/A 8MM DDS-3 SCSI TAPE			44.30	531.66	61.53	738.41	2
230	7210-001	CD-ROM DRIVE			eos	eos	eos	eos	2
231	7210-005	RS/6000 EXT. CD-ROM DRIVE			eos	eos	eos	eos	2

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232	7331-205	8MM TAPE LIBRARY			95.34	1,144.08	128.31	1539.72	2
233	7331	8MM TAPE LIBRARY	0702	DUAL 7GB DRIVE FEATURE	28.40	340.80	39.76	477.13	2
234	7852-400	EXTERNAL V.34 DATA/FAX MODEM			3.00	36.01	4.50	53.96	1
235	7855-010	V.32 12Kbps MODEM			6.08	72.93	9.11	109.28	2
236	7857-01Z	V.32 19.2Kbps MODEM			10.65	127.80	15.98	191.76	2
237	7861-015	STAND-ALONE MODEM			n/a	n/a	3.79	45.44	2
238	7861-025	STAND-ALONE MODEM			n/a	n/a	4.57	54.87	2
239	7861-026	STAND-ALONE MODEM			n/a	n/a	4.57	54.87	2
240	8228-001	MULTISTATION ACCESS UNIT			n/a	n/a	7.18	86.11	2
241	8250-006	MULTIPROTOCOL INT HUB			n/a	n/a	62.17	746.02	2
242	9076-202	RS/6000 SP SYSTEM			n/a	n/a	637.12	7645.39	3
243	9076-550	RS/6000 SP SYSTEM			n/a	n/a	218.68	2624.20	3
244	9076	RS/6000 SP SYSTEM	1550	TALL EXPANSION FRAME	n/a	n/a	218.68	2624.20	3
245	9076	RS/6000 SP SYSTEM	2002	EXPAN DRAWER 2-66MHZ TN	n/a	n/a	440.21	5282.47	3
246	9076	RS/6000 SP SYSTEM	2007	EXPAN DRAWER 1-135MHZ WN	n/a	n/a	330.39	3964.70	3
247	9076	RS/6000 SP SYSTEM	2009	ONE 604E HIGH NODE EXP DRA	n/a	n/a	384.35	4612.22	3
248	9076	RS/6000 SP SYSTEM	2051	332 MHZ SMP WIDE NODE	n/a	n/a	239.51	2874.12	3
249	9076	RS/6000 SP SYSTEM	2057	375 MHZ WIDE NODE	n/a	n/a	206.38	2476.51	3
250	9076	RS/6000 SP SYSTEM	4011	SP SWITCH	n/a	n/a	366.37	4396.38	3
251	9076	RS/6000 SP SYSTEM	4320	POWERPC 604E 2-WAY PROC	n/a	n/a	105.08	1260.98	3
252	9076	RS/6000 SP SYSTEM	4324	604E SMP 2W 200 MHZ PROC	n/a	n/a	105.08	1260.98	3
253	9076	RS/6000 SP SYSTEM	4444	375 MHZ POWER-II PROC. 2 WAY	n/a	n/a	129.70	1556.34	3
254	9309-002	RACK ENCLOSURE, 1.6 METER			6.09	73.05	8.52	102.24	2
255	9332-600	600MB RACK MOUNTED DASD			74.38	892.57	104.13	1249.62	2
256	9336-010	DISK UNIT 942MB			98.72	1,184.64	138.22	1658.58	2
257	9337-020	DISK ARRAY SUBSYSTEM			118.34	1,420.02	165.67	1988.03	2
258	9337-120	DISK ARRAY SUBSYSTEM			118.34	1,420.02	165.67	1988.03	2
259	9337-440	DISK ARRAY SUBSYSTEM			149.44	1,793.31	209.22	2510.60	2
260	9347-001	MAGNETIC TAPE DRIVE			n/a	n/a	102.24	1226.90	2

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261	9348-002	MAGNETIC TAPE UNIT			102.78	1,233.37	143.90	1726.74	2
262	9391-A10	RAMAC ARRAY RACK			n/a	n/a	47.33	568.01	3
263	9390-001	RAMAC 3 STORAGE CONTROL			n/a	n/a	443.99	5327.92	3
264	9390	RAMAC 3 STORAGE CONTROL	1120	512MB CACHE	n/a	n/a	276.43	3317.17	3
265	9390	RAMAC 3 STORAGE CONTROL	1310	32MB NVS	n/a	n/a	34.08	408.97	3
266	9390	RAMAC 3 STORAGE CONTROL	1400	4 PORT ESCON	n/a	n/a	91.83	1101.94	3
267	9391-A10	RAMAC 3 ARRAY DASD			n/a	n/a	47.33	568.01	3
268	9391-A30	RAMAC 3 ARRAY DASD			n/a	n/a	47.33	568.01	3
269	9392-B13	RAMAC 3 DRAWER			n/a	n/a	43.55	522.57	3
270	9392-B23	RAMAC 2 ARRAY DASD			n/a	n/a	55.85	670.25	3
271	9392-B33	RAMAC 3 DRAWER			n/a	n/a	72.89	874.73	3
272	9393-T82	RAMAC VIRT ARRAY STOR 2 TURBO			n/a	n/a	298.20	3578.45	3
273	9393	RAMAC VIRT ARRAY STOR 2 TURBO	0711	2048 MB EFF. CACHE	n/a	n/a	682.56	8190.68	3
274	9393	RAMAC VIRT ARRAY STOR 2 TURBO	0715	EFFECT.CACHE INCREMENT - 5	n/a	n/a	184.60	2215.23	3
275	9393	RAMAC VIRT ARRAY STOR 2 TURBO	2003	420 GB EFF. CAP.	n/a	n/a	1160.63	13927.56	3
276	9393	RAMAC VIRT ARRAY STOR 2 TURBO	4000	8 ESCON PORTS - PLANT	n/a	n/a	80.47	965.61	3
277	9393	RAMAC VIRT ARRAY STOR 2 TURBO	5002	EFF. CAP. INCREMENT - 80 G	n/a	n/a	219.63	2635.56	3
278	9393	RAMAC VIRT ARRAY STOR 2 TURBO	5006	EFF. CAP. INCREMENT - 130G	n/a	n/a	358.79	4305.50	3
279	9402-200	AS/400 SYSTEM UNIT			65.60	787.15	91.83	1101.94	2
280	9402	AS/400 SYSTEM UNIT	2032	6.2 RPR PROCESSOR 16MB	17.99	215.84	24.61	295.36	2
281	9402	AS/400 SYSTEM UNIT	7117	INTEGRATED EXPANSION UNIT	35.03	420.33	48.28	579.37	2
282	9404-D25	AS/400 SYST UNIT 16MB STORAGE			218.41	2,620.90	305.78	3669.33	2
283	9404-400	AS/400 SYSTEM UNIT			65.60	787.15	91.83	1101.94	2
284	9404-500	AS/400 ADVANCED SYSTEM			158.91	1,906.92	222.47	2669.64	2
285	9404-600	AS/400 SYSTEM UNIT			n/a	n/a	84.25	1011.05	2
286	9404-720	AS/400E SYSTEM			n/a	n/a	184.60	2215.23	2
287	9404	AS/400 SYST UNIT	2032	6.2 RPR PROCESSOR	9.47	113.60	17.99	215.84	2
288	9404	AS/400 SYST UNIT	2131	MODEL 400 PROCESSOR (32 MB	7.57	90.88	9.47	113.60	2
289	9404	AS/400 SYST UNIT	2134	MODEL 600 PROCESSOR	n/a	n/a	51.12	613.45	2

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290	9404	AS/400 SYST UNIT	7117	INTEGRATED EXPANSION UNIT	35.03	420.33	48.28	579.37	2
291	9406-D35	SYS 8MB 1.28G DASD RACK			220.44	2,645.33	308.62	3703.41	2
292	9406-P35	AS/400 SYST UNIT			152.14	1,825.69	213.00	2556.04	2
293	9406-170	AS/400 SYST UNIT			50.04	600.50	70.05	840.65	2
294	9406-270	AS/400 SYSTEM ISERIES 400			62.21	746.48	87.09	1045.13	2
295	9406-500	AS/400 ADVANCED SYSTEM			156.20	1,874.43	218.68	2624.20	2
296	9406-600	AS/400 ADVANCED SYSTEM			n/a	n/a	83.31	999.69	2
297	9406-720	AS/400E SYSTEM			n/a	n/a	184.60	2215.23	2
298	9406	AS/400 SYST UNIT	1502	INTERACTIVE CARD	n/a	n/a	137.27	1647.22	2
299	9406	AS/400 SYST UNIT	2141	MODEL 500 PROCESSOR	12.31	147.68	17.04	204.48	2
300	9406	AS/400 SYST UNIT	2250	MODEL 270 PROCESSOR	47.33	568.01	65.32	783.85	2
301	9406	AS/400 SYST UNIT	2291	MODEL 170 PROCESSOR	28.40	340.80	38.81	465.77	2
302	9406	AS/400 SYST UNIT	5044	SYSTEM UNIT EXPANSION RACK	18.93	227.20	26.51	318.08	2
303	9406	AS/400 SYST UNIT	5051	STORAGE EXPANSION UNIT	88.04	1,056.49	122.12	1465.46	2
304	9406	AS/400 SYST UNIT	5052	16 DISK UNIT STORG EXPANSN	137.27	1,647.22	192.18	2306.11	2
305	9406	AS/400 SYST UNIT	7101	SYSTEM EXPANSION UNIT	35.03	420.33	48.28	579.37	2
306	9406	AS/400 SYST UNIT	7128	DASD EXPANSION UNIT	n/a	n/a	65.32	783.85	2
307	9672-RC5	SYS/390 PARALLEL ENTERPR SRVR							3
308	9672-R21	SYS/390 PARALLEL ENTERPR SRVR							3
309	9672	SYS/390 PARALLEL ENTERPR SRVR	0002	2-WAY PROCESSOR R1/E/P MDL	n/a	n/a	1140.75	13688.99	3
310	9672	SYS/390 PARALLEL ENTERPR SRVR	0713	RC5 3WAY PROCESSOR	n/a	n/a	4575.69	54908.28	3

Out-of-Scope Maintenance Hourly Charge	Time and Material Class Codes		
Service Hours	1	2	3
Regular Hours	179.00	246.00	322.00
Outside of Regular Hours	205.00	282.00	372.00

Note: 1. Features without any maintenance costs are not listed below.									
2. All equipment listed herein shall be eligible for maintenance services only when they are an IBM Mainframe, Midframe, or Mini Computer or connected to a Related Device.									
Equipment connected to any personal computer or related device with 3270 emulation card are ineligible for maintenance services from this price list									
3. "Out-of-scope Maintenance hourly charge apply to items that are not listed on this price list.					Prices Below Exclude the Hawaii General Excise Tax				
ITEM NO.	IBM EQUIPMENT MACHINE TYPE - MODEL	DESCRIPTION	No.	FEATURES DESCRIPTION	9x5 Unit Bid Price/Month	9x5 Unit Bid Price/Year	24x7 Unit Bid Price/Month	24x7 Unit Bid Price/Year	M/T Class Codes

*Agencies renewing an existing or initiating a new "**OPERATIONAL SUPPORT SERVICES SUPPORT LINE**" contract for equipment listed herein are eligible for a five percent (5%) discount from the listed prices on IBM Global Services Website.*

DETAILS OF SCOPE OF WORK

Standard On-Site Repair

Maintenance service shall consist of preventive maintenance and on-call remedial maintenance for IBM mainframe, mid-frame, minicomputer, and associated peripheral equipment. Maintenance service is to be performed on the islands of Oahu, Hawaii, Maui, Kauai, Molokai, and Lanai. All maintenance service must be prompt and effective and must be performed by engineers trained, experienced, and qualified to work on the equipment.

The Contractor shall perform maintenance service that will keep the equipment in optimum operating condition and make repairs that will restore the equipment to working order, in accordance with the manufacturer's specifications. All maintenance and repairs shall be in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures. The Contractor will test and repair equipment at the State's installation site. Preventive maintenance shall be based on the specific needs of individual equipment. The Contractor shall also provide on-call remedial maintenance. Contractor shall furnish all labor, tools, equipment, parts, transportation and supervision required for maintenance service of equipment. Preventative maintenance shall include lubrication, adjustments, and replacement of worn or malfunctioning parts, all as deemed necessary in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.

Contractor shall furnish all labor, tools, equipment, parts, transportation, and supervision required for preventive and on-call remedial maintenance services described herein. Contractor shall maintain all equipment in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures. The State will not be liable for the security, theft, loss, or damage of any equipment, components, or other items located at an on-site storage or working space.

Maintenance parts shall be only original manufacturer's parts, either new or equivalent to new; but may not be new, but it will be in good working order and at least functionally equivalent to the item replaced, or certified spare parts. The replacement assumes the warranty or maintenance service status of the replaced item. The item the Contractor replaces, becomes the property of the Contractor and the replacement becomes the State's property.

Parts Availability

An adequate parts inventory must be maintained locally by the Contractor in order to effectively repair equipment. This parts inventory must be stored geographically on Oahu.

In the event that a failing component, assembly, or part is not available from the local parts inventory, the Contractor will be required to ship the replacement component or part to Hawaii and deliver it to the State's site within twelve (12) hours, or the extension time period mutually agreed by Contractor and State, after identification of replacement. This condition shall apply to 24 x 7 maintenance service on equipment that the State considers critical, as listed on the Critical Equipment List, Appendix A. For non-critical equipment on 24 x 7 maintenance service, and equipment on Base Maintenance Service, the Contractor will be required to ship the replacement component or part to Hawaii and deliver it to the State's site within twenty-four (24) hours, or the extension time period mutually agreed by Contractor and State, after identification of replacement.

The operational status of the system will be determined in accordance with the manufacturer's specifications. In all cases, Contractor shall provide equipment in the manner described herein.

Maintenance/Service Reports

The Contractor shall furnish information verbally to the supervisor at the equipment installation site upon completion of each maintenance call. Upon request, the information shall be written on the report log furnished by the supervisor at the equipment installation site. For example, such information shall consist of the following:

- Date and time Contractor was notified
- Date and time of Contractor's personnel arrival
- Type and model number(s) of equipment
- Time spent for repair
- Description of malfunction
- List of parts replaced
- Additional charges, if applicable (Contractor shall seek approval of the State agency personnel before commencing any work which will include an additional charge)
- Date and time of turnover to State and signature of person accepting service performance for State
- Signature of person performing repair/maintenance

Maintenance Service Class (Periods)

The State may select periods of maintenance service for different equipment depending on individual agency needs:

- **Base Maintenance Service:** 7:30 am to 4:30 pm, Monday through Friday, except State-observed holidays. Maintenance service that is performed outside of these days and times will be considered as out-of-scope maintenance service and out-of-scope maintenance service charges will apply.
- **24 x 7 Maintenance Service:** Twenty-four (24) hours a day, seven (7) days a week, including State-observed holidays.

Out-of-Scope Maintenance Service and Additional Charges

Maintenance service that is performed outside of the Base maintenance service period shall be considered out-of-scope maintenance service. *Out-of-scope maintenance service charge shall not apply to 24 x 7 maintenance service.*

There shall be **no** additional maintenance charges for the following:

- Preventive maintenance during principal period of maintenance contract.
- Time spent by maintenance personnel at the site awaiting the arrival of parts, etc.
- Remedial maintenance occasioned by the recurrence of the same malfunction repaired in the preceding forty-eight (48) hour period.

Response and Repair Time

Contractor must provide a telephone number to receive trouble calls and to provide a current status of calls referred for service. The phone line must be open and be able to handle callers

24 hours per day, every day of the year. This phone line must be available at no charge to all State agencies receiving maintenance services under this price list.

Telephone acknowledgement of all requests for service shall be made within sixty (60) minutes from the time the service request is made. On-site response time shall be as follows:

24 x 7 Maintenance Service

- Oahu, Hawaii, Maui, and Kauai: Two (2) hour on-site response time after service call is placed, or time period mutually agreed by Contractor and State for the specific repair occurrence.
- Molokai and Lanai: For calls placed by 12:00 noon, on site response time shall be four (4) hours after service call is placed, or time period mutually agreed by Contractor and State for the specific repair occurrence. For calls placed after 12:00 noon, on-site response time shall be 10:00 a.m. the next working day after service call is placed.

Base Maintenance Service (9 x 5)

- Oahu: Two (2) hour on-site response time for service calls placed by 2:30 p.m., or time period mutually agreed by Contractor and State for the specific repair occurrence. For service calls placed after 2:30 p.m., on-site response time shall be 8:00 a.m. the next working day.
- Hawaii, Maui, and Kauai: Four (4) hour on-site response time for service calls placed by 12:00 noon, or time period mutually agreed by Contractor and State for the specific repair occurrence. For service calls after 12:00 noon, on-site response time shall be 10:00 a.m. the next working day.
- Molokai and Lanai: On-site response time shall be 10:00 a.m. the next working day after service call is placed, or time period mutually agreed by Contractor and State for the specific repair occurrence.

Resolution of the maintenance request must be made within six (6) hours from time of on-site arrival, after ordered parts are received, or time period mutually agreed by Contractor and State for the specific repair occurrence.

Diagnostic Software and Hardware, Tools, and Test Equipment

Contractor shall provide a remote modem dialup hardware support on 9672 processors and storage subsystems such as RAMAC, RVA, and other equipment which allows remote modem dialup support. The remote support system will provide the customer engineer with the capability to remotely access error logs, system status and run diagnostic tests.

The equipment shall have the capability to diagnose internal hardware failures and contact a remote hardware maintenance facility to report the problem, identify the failing component, and request dispatch of a customer engineer without State intervention. This facility must have the option to first request authorization before contacting the remote hardware maintenance facility.

The equipment shall provide a facility from which a remotely located customer engineer is capable of assisting a local customer engineer in problem determination. In particular, the facility shall permit the remotely located customer engineer to run diagnostic routines, display hardware status indicators, correct microcode faults, and interact with the local customer engineer.

The equipment shall further provide the remote customer engineer with the capability to transmit corrective microcode maintenance from the remote site directly into the equipment and apply such maintenance to correct hardware problems.

The State reserves the right to deny any remote access of equipment by the Contractor at any point in time.

Contractor shall be able to monitor hard (immediate) and soft (proactive) equipment failures.

Engineering Changes (ECs)

From time to time, IBM makes technical equipment improvements to existing installed and operational IBM equipment at the State. These are accomplished through field ECs. These ECs are not only desirable but shall be critical when they are prerequisites to the addition of features to the IBM equipment and when they are required to be consistent with the equipment configuration and microcode levels. Therefore, the Contractor must track the requirement for and the installation activity of these ECs on each model type of IBM equipment. Services to perform ECs, including parts, labor, equipment, transportation, other related items, etc., shall be furnished by the Contractor.

All manufacturer sponsored engineering changes to IBM equipment shall be accomplished by the Contractor and shall require State's approval prior to commencement of work, except for "Safety Ec's", which shall be installed by the Contractor as required. ECs shall be approved on a case-by-case basis for each piece of equipment covered under this maintenance contract.

The Contractor shall notify the State of any ECs within 30 days of manufacturer's release date. Such ECs shall be completed within 60 days after State's approval to implement the changes.

Hierarchy of Support for On-Site Repair Equipment

The State recognizes that complex maintenance problems will occur which require service resources beyond that available at the local level. Contractor shall make available to the State at no extra charge, hierarchies of support to quickly elevate difficult problems and resolve these complex equipment malfunctions.

- Initial Level Technical Support

The Customer Engineer that normally responds to customer's call for maintenance service. This individual must be trained to work on the equipment for which he/she is called upon for maintenance service.

- Second Level Technical Support

A specialist with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a service call is particularly difficult. This individual must have at least three (3) years of experience as Second Level Technical Support in the maintenance and repair of IBM equipment and is normally recognized by the employer for his/her skills by job title or pay classification.

- Third Level Support

A specialist whose geographical responsibilities are regional and/or national in scope. This specialist has received in-depth specialized training on subject equipment and/or experience beyond the second level technical support specialist on the specific equipment types requiring maintenance attention, and specializes in providing diagnostic assistance and consultation to assist in unusually complex problems. This individual must have at least three (3) years of experience as Third Level Support in the maintenance and repair of IBM equipment and is normally recognized by the employer for his/her skills by job title or pay classification.

When equipment fails or becomes inoperative, maintenance service will be provided as follows: After Contractor's initial service personnel arrive at the State's installation to respond to a remedial maintenance call and the equipment malfunction has not been diagnosed and repair initiated within two (2) hours of the time of arrival of the service personnel, the Contractor will dispatch for second level technical support. In the event that four (4) additional hours elapse from the time of response at the second level of technical support and the equipment malfunction has not been diagnosed and repair initiated the Contractor will dispatch for third level technical support.

Work Not Covered Under this Price List

The following work and/or services are not covered under this price list:

- Service to equipment not listed herein, with removed or altered Machine or parts identification labels, and accessories/attachments not supported by IBM.
- Repair of equipment including replacement of damaged components, assemblies, and/or parts, when damage is due to or caused by accident, misuse, neglect, modification, unsuitable physical or operating environment, or improper maintenance, or malicious intent; disasters such as flooding, earthquake, and other acts of God; and other damages resulting from shipment/transportation of equipment, components, assemblies, and/or parts, where the carrier or supplier is determined to be responsible for repair of damages.
- Equipment failures caused by a product not furnished or recommended by the manufacturer.
- Service of equipment alterations excluding manufacturer sponsored engineering changes; maintenance or removal of alterations, attachments or other devices not furnished or recommended by the manufacturer or Contractor; painting or refinishing the equipment, and providing material thereof.
- Accessories supply items, and certain parts, such as batteries and items not on IBM product user responsibility user guides.

- Electrical work external to the equipment or installation; rearrangement or relocation of equipment.
- Such service which is impractical for the Contractor to render because of alterations in or attachments to the equipment.

APPENDIX A
CRITICAL EQUIPMENT LIST

IBM EQUIPMENT MODEL	DESCRIPTION
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| 1. | 9672-RC5 | SYS/390 PARALLEL ENTERPR SRVR |
| 2. | 9672-R21 | SYS/390 PARALLEL ENTERPR SRVR |
| 3. | 3174-01L | CONTROL UNIT |
| 4. | 3174-01R | CONTROL UNIT |
| 5. | 3174-11L | ESTABLISHMENT CONTROLLER |
| 6. | 3174-11R | ESTABLISHMENT CONTROLLER |
| 7. | 3174-51R | CONTROL UNIT |
| 8. | 3174-61R | ESTABLISHMENT CONTROLLER |
| 9. | 3174-81R | CONTROL UNIT |
| 10. | 3174-91R | ESTABLISHMENT CONTROLLER |
| 11. | 3274-A41 | CU CS-D 200-240V 14FT PC |
| 12. | 3274-C41 | CU CS-D 120V 14FT PC |
| 13. | 3274-C51 | CONTROL UNIT |
| 14. | 3274-C61 | C61 CU CS-D 120V 14FT PC |
| 15. | 3274-D41 | CU CS-D 200-240V 14FT PC |
| 16. | 3380-AE4 | DIRECT ACCESS STORAGE |
| 17. | 3390-A28 | DIRECT ACCESS STORAGE DEVICE |
| 18. | 3490-A02 | MAGNETIC TAPE SUBSYSTEM |
| 19. | 3490-B04 | MAGNETIC TAPE SUBSYSTEM |
| 20. | 3490-C11 | MAGNETIC TAPE SUBSYSTEM |
| 21. | 3490-C22 | MAGNETIC TAPE SUBSYSTEM |
| 22. | 3490-E01 | MAGNETIC TAPE SUBSYSTEM |
| 23. | 3490-F00 | MAGNETIC TAPE SUBSYSTEM |
| 24. | 3494-L12 | MAGNETIC TAPE SUBSYSTEM |
| 25. | 3570-B01 | MAGSTAR MP TAPE SUBSYSTEM |
| 26. | 3575-L12 | MAGSTAR MP TAPE DATASERVER |
| 27. | 3590-B1A | HI-PERF TAPE SUBSYSTEM |
| 28. | 3745-170 | COMMUNICATION CONTROLLER |
| 29. | 3745-210 | SINGLE BASE CCU |
| 30. | 3745-21A | COMMUNICATION CONTROLLER |
| 31. | 3746-A11 | EXPANSION UNIT |
| 32. | 3746-L13 | EXPANSION UNIT |
| 33. | 3746-900 | EXPANSION UNIT |
| 34. | 3990-006 | STORAGE CONTROL |
| 35. | 3990-G03 | STORAGE CONTROL 4 PATH- 32M |
| 36. | 5394-01A | 4 DEVICE REMOTE CONTROL UNIT |
| 37. | 5394-01B | 8/16 DEVICE REMOTE CNTRL UNIT |
| 38. | 7010-150 | RS/6000 XSTATION |

APPENDIX A
CRITICAL EQUIPMENT LIST

IBM EQUIPMENT MODEL	DESCRIPTION
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39.	7012-320	RISC SYSTEM/6000
40.	7012-370	PWRSTATION 370
41.	7012-390	RS/6000 PWRSTATION / SERVER
42.	7013-570	PWRSTATION 570
43.	7013-580	RISC/6000 PS580
44.	7013-581	8A0749 7013-581 MODEL
45.	7015-R24	RS/6000 PWRSTN/PWRSRVR
46.	7025-F40	RISC SYSTEM/6000 CONTROLLER
47.	7025-F50	RISC SYSTEM/6000 CONTROLLER
48.	7043-140	RS/6000 GRAPHICS WORKSTN
49.	7043-240	RS/6000 WORKSTN/WORKGRP SRVR
50.	7133-010	SERIAL DISK SYSTEM ADVANCED
51.	7133-020	SERIAL DISK SYSTEM ADVANCED
52.	7133-D40	SERIAL DISK SYSTEM ADVANCED
53.	8250-006	MULTIPROTOCOL INT HUB
54.	9076-202	RS/6000 SP SYSTEM
55.	9076-550	RS/6000 SP SYSTEM
56.	9332-600	600MB RACK MOUNTED DASD
57.	9336-010	DISK UNIT 942MB
58.	9337-020	DISK ARRAY SUBSYSTEM
59.	9337-120	DISK ARRAY SUBSYSTEM
60.	9337-440	DISK ARRAY SUBSYSTEM
61.	9391-A10	RAMAC ARRAY RACK
62.	9390-001	RAMAC 3 STORAGE CONTROL
63.	9391-A10	RAMAC 3 ARRAY DASD
64.	9391-A30	RAMAC 3 ARRAY DASD
65.	9392-B13	RAMAC 3 DRAWER
66.	9392-B23	RAMAC 2 ARRAY DASD
67.	9392-B33	RAMAC 3 DRAWER
68.	9393-T82	RAMAC VIRT ARRAY STOR 2 TURBO
69.	9402-200	AS/400 SYSTEM UNIT
70.	9404-D25	AS/400 SYST UNIT 16MB STORAGE
71.	9404-400	AS/400 SYSTEM UNIT
72.	9404-500	AS/400 ADVANCED SYSTEM
73.	9404-600	AS/400 SYSTEM UNIT
74.	9404-720	AS/400E SYSTEM
75.	9406-D35	SYS 8MB 1.28G DASD RACK
76.	9406-P35	AS/400 SYST UNIT

APPENDIX A
CRITICAL EQUIPMENT LIST

IBM EQUIPMENT MODEL	DESCRIPTION
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77.	9406-170	AS/400 SYST UNIT
78.	9406-500	AS/400 ADVANCED SYSTEM
79.	9406-600	AS/400 ADVANCED SYSTEM
80.	9406-720	AS/400E SYSTEM
81.	9672-RC5	SYS/390 PARALLEL ENTERPR SRVR
82.	9672-R21	SYS/390 PARALLEL ENTERPR SRVR